



**Missouri Department of Social Services
Request for Information (RFI)
Web-Based Case Management System
(CMS)**

**Issue Date: August 5, 2016
Requested Reply Date: 2:00 P.M. CST on August 31,
2016**

1.0 INTRODUCTION AND PURPOSE OF REQUEST FOR INFORMATION (RFI)

The Missouri Department of Social Services (DSS), Family Support Division (FSD), Rehabilitation Services for the Blind (hereinafter many be referred to as *RSB* or *state agency*) is the single state agency designated to administer the Vocational Rehabilitation (VR), Independent Living (ILR), Children's Services (CS), Older Blind Services (OBS), Prevention of Blindness (POB), and Missouri Business Enterprise (BEP) programs for the blind and visually impaired. RSB serves approximately ten-thousand (10,000) people each year with a potential growth of twelve percent (12%) annually.

The purpose of this Request for Information (RFI) is to gather information regarding an available web-based case management system (CMS) that allow for comprehensive, time efficient administration of six (6) RSB federal and state client service programs and can be customized to meet the unique requirements of RSB and its clients. This RFI does not constitute a solicitation of proposals, a commitment to conduct procurement, an offer to contract, or a prospective contract.

Information provided by vendors and responses to vendor questions provided by the state agency are non-binding and will be used for informational purposes only. The state agency welcomes respondents' opinions on the desired program initiative and any additional suggestions deemed appropriate.

The State of Missouri is not liable for any costs incurred by respondents to produce and submit a response to this RFI. They will acknowledge the receipt of responses and reserves the right to request any respondent to answer any questions.

All submitted responses to this RFI will be subject to Missouri's Sunshine Law and will be shared upon request or will be made publicly available on the State of Missouri website. More information regarding the Missouri Sunshine Law can be found at <http://ago.mo.gov/sunshinelaw/>.

All information received from respondents becomes the property of the State of Missouri. As such, RFI responses can be published in the public domain at the conclusion of the selection process. The State of Missouri does not guarantee protection of any information from public disclosure.

2.0 BACKGROUND

DSS mission is to "maintain or improve the quality of life for Missouri citizens". The mission of the FSD is to "maintain and strengthen Missouri families, helping people achieve an appropriate level of self-support and self-care through needs based services". The mission of RSB is to create opportunities for eligible blind and visually impaired persons in order that they may attain personal and vocational success. RSB provides services to people with varying degrees of visual impairment, ranging from those who cannot read regular print to those who are totally blind. These services are provided on the premise that with adequate preparation and reasonable accommodation, each blind or visually impaired person will be able to achieve his or her maximum potential in the home and community, in educational settings, and in employment.

RSB consists of one (1) central office and six (6) district offices, with approximately one-hundred and two (102) employees. Lion's Business Opportunities for Missouri Blind, Inc. (LBOMB), a private, not-for-profit corporation, acts as an agent for FSD in the provision of management services and fund administration. LBOMB has three (3) employees.

The current case management system operating environment is System 7, a web-based application. In response to the Rehabilitation Act of 1973 as amended by Title IV of the Workforce Innovation and Opportunity Act of 2014, RSB wants to replace its existing CMS. The new CMS must be in full compliance with all requirements of the Workforce Innovation and Opportunity Act and administration of the Vocational Rehabilitation program.

3.0 DESIRED SYSTEM ATTRIBUTES

At this time, RSB is seeking the establishment of a web-based case management system with a contractor with a strong knowledge of governmental vocational rehabilitation services (specifically with providing services for the blind and visually impaired) to effectively coordinate, communicate, analyze, plan, and budget the complex services designed to manage and rehabilitate approximately 1,500 Vocational Rehabilitation cases, 1,500 Older Blind Services cases, 450 Children's Services cases, 37 Business Enterprise facilities, 300 Independent Living and 450 Prevention of Blindness cases at any point in time.

RSB is interested in Commercial Off-The-Shelf (COTS) system that is capable of providing all of the following:

1. Be a commercial web-based Case Management Information System that includes the customizations necessary to meet RSB's unique requirements and business rules for the client services programs;
2. Satisfy current and future mandatory federal reporting requirements as specified by the U.S. Department of Education, Office of Special Education and Rehabilitation Services Administration (RSA), including those required beginning in FY 2017;
3. The system must be and remain in compliance with 34 Code of Federal Regulations (CFR), PARTS 361-399 and The Rehabilitation Act of 1973, as amended, Title IV of the Workforce Innovation and Opportunity Act (WIOA), the Randolph-Sheppard Act. And RSB's policies, rules and regulations.
4. The CMS must be compliant with Section 508 of the ADA and will be tested and evaluated by RSB for usability with blind and visually impaired staff. Accessibility with all user hardware and software (compatibility with accessibility including Jaws, Window Eyes, ZoomText and Magic) is assured.
5. Facilitate caseload management for rehabilitation professionals in all service programs throughout RSB;
6. Produce management reports, both on caseload and financial information, at all levels of the agency, contained in an easy-to-use interface;
7. Ensure that reports are available at the individual case, case manager, program, district, and agency level;
8. Ensure that the selection of the level of reporting will be at the control of the request originator and based on security clearance to that information, guided by the principles of "Job function/Role" access;
9. Allow for Ad Hoc report generation in addition to standard reports available through the system;
10. Provide an accounting system for the tracking of encumbrances and expenditures for client services that will provide the necessary data required to support the SAM (State Automated Management) II fiscal accounting system and the fiscal responsibilities of RSB (RSB requires the ability to change accounting codes required to process payments); The case management system will not be required to interface with SAMII, but must support the information required by SAMII. The system must have the ability to track expenditures and encumbrances by appropriation, program, vendor, client, service code, district, and individual staff.
11. Allow access by RSB offices located statewide, as well as remote access by field operatives traveling throughout the state;
12. Provide for security and retention of data in accordance with state and federal statutes and regulations including but not limited to the requirements of the Health Insurance Portability and Accountability Act of 1996, as amended ("HIPAA");
13. Allow RSB to create authorizations for services and approve invoices for payment; and
14. Provide for easy portability or extraction of information to utility systems such as Microsoft Excel, PowerPoint, and Access.

3.1 Desired Functionality

The state agency desires a system with the following overall functionality:

- Generates all U.S. Department of Education, Rehabilitation Services Administration (RSA) reports, state-required reports, and provide search and reporting capabilities useful to field staff as well as administrators;

- Ability to establish business rules for forms and data based on a client's program status;
- Enforce status and form prerequisites;
- Providing for the capture of RSB required information on all referrals through a common referral form;
- Track current, due and overdue status movements;
- Compile statistical data and Ad Hoc reports on request;
- The capability of printing the entire case record, selected sections, individual pages, forms, letters and reports;
- Display all cases, past and current, assigned to one caseload, employee, office, and statewide based on user role;
- Ability to locate a particular case by searching for a client's last name, first name and/or SSN;
- Ability to sort, filter and group data by a multitude of data points;
- Ability to read, write, and/or create forms based on user role;
- Ability to develop template letters and forms and make the available based on agency business rules;
- Display all "Activity Due" reminders specific to each program such as: Eligibility Due, Trial Work Experience Plan Expire, Plan Due, Plan Expire, Closure, Annual Plan Review, BEP equipment maintenance, BEP monthly contractor reports/income statements, and POB eligibility renewal;
- Allow each user to set "custom" activity reminders;
- Prohibit users from entering two participants into the system with the same SSN;
- Allow for entry of multiple case notes in the system;
- Generate automated forms to clients in accessible electronic, braille and print formats;
- Contain an employer database;
- Contain a k-12 and post-secondary school database;
- Provide and allow for generation of referrals to all other agency programs and services during case progression;
- Provide the ability for the agency to build and customize letters/correspondence;
- Provide for authorizing products or services and tracking expenditures within agency rules, guidelines and operating procedures;
- Tracking vendors by location (city and county), services, specialized fee codes and POB Preferred Provider;
- Allow for cancellation of existing authorizations to maintain accurate case expenditures and budgets;
- Allow authorized RSB staff to allocate client service budgets to the appropriate level based on the program area. Orders generated to vendors must reference a database of authorized vendors;
- Support the creation and management of aggregated system data into dashboard items; and
- Ability to attach documents to any form or case note in the system.

3.2 Desired Specific Business Process

The state agency desires specific business processes for all six (6) of the RSB federal and state client service programs, which are stated above in Section 1.0.

- Record logic, rationale and date of eligibility determination, including presumptive eligibility;
- Record trial work experiences and eligibility determination extensions prior to eligibility determination;

- Record required data and move clients through case statuses including referral, eligibility, assessment, plan, services interrupted, placement, closure and post-employment;
- Develop and store the Individualized Plan for Employment and amendments;
- Provide comprehensive assessment documentation;
- Ensure all services are authorized in accordance with the plan and agency business requirements;
- Documentation of employment occurrences including employment start date, Federal employment type with a link to federal employment type database (i.e. SOC code), employer, job function and reason for leaving (if no longer employed). Allow a counselor to record multiple employment records for a participant without losing the original employment start date required for Federal compliance;
- Guide user to correct closure outcome (Rehabilitated or Other than Rehabilitated) based on case status;
- Allow a user to reopen a closed case for Post-Employment Services (PES) including a Post-Employment Services Plan;
- Provide for recording changes in employment and benefits;
- Provide for Ticket to Work assignment;
- Provide for Social Security Administration (SSA) reimbursement claim for eligible cases;
- Allow for data acquisition, reporting and reimbursement tracking unique to SSI/SSDI recipients for SSA reimbursement;
- Capable of managing an order of selection process, which includes assignment of clients to established priority groups, system edits relating to restricting movement of clients beyond eligibility status when in closed priority group, and notification of clients concerning priority group assignment and resulting service restrictions. Individual priority groups can be opened or closed as budgetary constraints require. RSB does not currently use an order of selection process.
- Ability to track services to groups;
- Prompt for and record, annual follow-up of cases closed (per federal law);
- Track and record potentially eligible and eligible Student's With a Disability and allowed expenditures for the fifteen percent (15%) grant reserve;
- Ability to record and track low vision centers including name of organization, date, equipment/inventory, cost, and number served;
- Develop and store the Independent Living Plan and amendments, including waiver to participate in development of the plan if applicable;
- Ability to record and track employer and organization contacts for glaucoma screening services, including services denied. Link to employer database as a service provided;
- Tracking glaucoma screening services provided by number of individuals, location, age, race, and intraocular pressure;
- Producing correspondence to full scale eye clinics and glaucoma screening sponsors and individuals with increased intraocular pressure;
- Prompting for comparable benefits when authorizing services;
- Ability to record and track clients receiving services through a contracted facility by types of service, date of service, and payment value;
- Ability to track clients receiving services through specific fund accounts;
- Tracking clients by screening service, service code, and funding source;
- Ability to track service code expenditures specific to POB;

- Tracking full scale eye clinic services including location, community partners, number served, eye conditions found, and individuals referred for additional services;
- Providing “Activity Due” reminders for future eye services, eligibility verifications, and annual determination of client financial eligibility;
- Allow for the provision of services to potentially eligible vocational rehabilitation Student’s With a Disability in accordance with federal regulations;
- Record and generate American Printing House for Blind eligible clients;
- Create, track and manage BEP facilities, sites, managers, and equipment;
- Ability to track inventory, annual inventory control, Ad Hoc inventory control;
- Ability to track equipment maintenance schedules with activity due reminders; and
- Ability to produce and track weekly, monthly, year to date and fiscal year to date profit and loss statements per BEP facility.

4.0 SUBMISSION REQUIREMENTS

Interested respondents should submit one (1) electronic copy of their response **by email** as an attachment to RSB, attention Keith Roderick, no later than **2:00 P.M. CST on August 31, 2016**.

Responses should be provided in a portable format (Microsoft Word or PDF), one inch margins, and consecutively numbered pages using a consistent numbering format.

All pages of the response should include the RFI title consistently in either the footer or header of each page.

This RFI seeks information from respondents on their COTS modules, capabilities, tools, and services related to a system specific for managing the client services programs listed in Section 3. Responses should be complete when submitted and should clearly describe the respondents’ ability to address the overall vision noted in Section 3 of this RFI.

The overall response should not exceed forty (40) pages and should consider the following page limit guidance.

Table 1: RFI Response Outline and Page Limit Guidance

Section #	Section	Page Limit
1.0	Respondent Cover Page	1
2.0	Organization Summary	2
3.0	COTS Solution Information	15
4.0	Response to RFI Questions	20
5.0	Other Comments	2
	Total	40

Each respondent will need to include a signed cover page using the format provided in Appendix A to include in their submitted response. A cover page is only required for the organization submitting a response.

Respondents should provide a brief description of their organization, including the following:

1. A general description of the primary business of the organization and its client base.
2. The organization’s areas of specialization.
3. A general description of service history with governmental agencies operating vocational rehabilitation, independent living, older blind services, and business enterprise programs in accordance with federal regulations.

4. A general description of how the organization has worked with accessibility software including Jaws, Window Eyes, ZoomText, and MAGic, and any existing relationships with the software companies.
5. If applicable, a description of the collaborations with other organizations necessary to provide the various modules or capabilities of the overall solution.

Respondents should provide an overall description of their available COTS solution and note the case management, reporting and analytics modules that are included or not included in their solution. RSB is looking for respondents to suggest modules, enhanced tools, or the purchase of services for modern, scalable, adaptable, and customizable COTS that includes tools and services capable of managing all service programs. RSB is interested in RFI responses reflecting actual past implementations by respondents where possible. For this reason, as you respond to the objectives provided below, please frame your response around recent implementations of your solution.

RSB requests each respondent to provide response to the following:

1. Does the system deliver web based solutions?
2. Describe the suggested software solution, implementation needs, development needs, and an approach to ongoing maintenance and support.
3. How many installations of the software/product have you implemented for the programs listed in this RFI, and how many are agencies for the blind? List customers where implementation has been completed.
4. Describe any training your organization has received from Rehabilitation Services Administration in development of the COTS solution.
5. Describe any training your organization has received from the developers of the accessibility software identified in section 3 in the development of the COTS solution.
6. Describe your ability to meet implement a solution capable of satisfying the functionality outlined in section 3.
7. Is the system capable of establishing or interfacing with other systems, including state accounting systems and UI wage database systems?
8. Can the system provide user id authentication?
9. Describe the implementation methodology your company would use to implement the solution outlined. Include the suggested deliverables, activities and milestones.
10. Describe how your solution supports the ability for internal agency resources to configure and administer the solution during and after implementation.
11. What level of agency input is acceptable in the customization and future development of the system?
12. What are your expectations of this agency to ensure project success?
13. What are the potential risks we need to aware of for implementation, including lessons learned in past implementations?
14. Describe the hardware and software necessary for successful implementation with RSB to host the solution in-house.
15. Describe your system error response and resolution time including hours of availability for technical support.
16. What help desk services does your organization provide?
17. Does the system establish HIPAA compliant security protocols to protect data?
18. What web browser and mobile devices platforms are supported?
19. Based on the information provided in this RFI, provide an estimate of the implementation service costs (excluding hardware). Describe your licensing model and include the following:
 - a. Price

- b. If your solution is licensed by module, provide the price based on assumptions provided in this RFI;
 - c. Data conversion costs;
 - d. Licensing costs for upgrades/release updates;
 - e. Estimate of annual maintenance and operations costs following implementation;
 - f. Any additional costs the agency may incur including upfront expenses.
20. Describe opportunities the agency may have to keep acquisition and support costs down during implementation and ongoing product support.
21. Does the system use a streamlined approach in delivering information to the user that minimizes bandwidth over the network? Describe your approach.
22. How would you describe the workload required to maintain, upgrade and keep the system operational?
23. Does the system provide a history of activity that can be used for audits of the records created?
24. Does the system include audit features for the federal reports?
25. Does the system include workflow capabilities?
26. How much data can your system handle?
27. What other information can you provide about your system that is not covered in the questions above?

5.0 RFI SUBMISSION REQUIREMENTS

Information provided by vendors and responses to vendor questions provided by RSB are non-binding and will be used for informational purposes only. The agency welcomes respondents' opinions on the Desired System Attributes and any additional suggestions deemed appropriate.

The State of Missouri is not liable for any costs incurred by respondents to produce and submit a response to this RFI for Rehabilitation Services for the Blind. RSB will acknowledge the receipt of responses and reserves the right to request any respondent to demonstrate some of their solution's capabilities.

The RSB Designated Point of Contact for the COTS RFI is:

Keith Roderick
Rehabilitation Services for the Blind
615 Howerton Ct
PO Box 2320
Jefferson City, MO 65103
Phone: (573) 751-4878
Email: Keith.A.Roderick@dss.mo.gov

Appendix A – Vendor Response Cover Page

Respondent's Name:	
Respondent's Physical Address:	
City State Zip Code (include 4 digit add on):	
Respondent's Contact Person:	
Phone Number & Area Code:	
Fax Number & Area Code:	
E-mail Address:	
Website Address:	
Authorized Signature of Respondent:	
Date Signed:	
Typed Name:	